

Cisco CCST-IT-Support

Cisco Certified Support Technician (CCST) IT Support

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Questions**

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Question: 1

A company wants to reduce its IT support costs without sacrificing service quality. Which KPI would be most helpful in identifying potential cost-saving areas while maintaining service standards?

- A. Average handle time per ticket
- B. Total number of tickets received per month
- C. Ratio of escalated versus resolved tickets
- D. Cost per ticket

Answer: D

Explanation:

Correct Answer: D. Cost per ticket. The cost per ticket KPI is essential for identifying how much is being spent per issue handled. This KPI helps in pinpointing inefficiencies in the support process and areas where resources may be optimized without compromising service quality. Option A is incorrect because while average handle time provides efficiency insights, it does not directly relate to cost management. Option B is incorrect as the total number of tickets does not provide direct insights into cost efficiency or areas for cost reduction. Option C is incorrect because the escalation ratio focuses more on the quality or complexity of service rather than cost efficiency.

Question: 2

A remote user is experiencing connectivity issues and the IT support technician needs to verify the user's IPv4 address to diagnose network problems. Which of the following instructions should the technician give to the user to find their IPv4 address on a Windows 10 machine?

- A. Open Command Prompt and type ipconfig
- B. Navigate to Control Panel > Network and Internet > Network Connections
- C. Go to Settings > Network & Internet > Wi-Fi > Hardware Properties
- D. Right-click on the network icon in the taskbar and select "Open Network & Internet settings"

Answer: A

Explanation:

Correct Answer: A. Open Command Prompt and type ipconfig. The ipconfig command in Command Prompt provides a detailed list of all network connections and their statuses, including the IPv4 address, making it the most direct method for users to find their network details quickly. Option B is incorrect because while it shows network connections, it requires additional navigation to view details such as the IPv4 address. Option C is incorrect because this pathway leads to detailed hardware properties, but it is less straightforward compared to using the Command Prompt. Option D is incorrect because it only opens network settings and does not directly show network connection details like the IPv4 address.

Question: 3

A user reports that incoming faxes are consistently incomplete or cut off. What is the most likely adjustment needed to resolve this issue?

- A. Increase the baud rate on the fax machine
- B. Decrease the baud rate on the fax machine
- C. Reset the fax machine to its default settings
- D. Replace the fax machine's phone cord

Answer: B

Explanation:

Correct Answer: B. Decrease the baud rate on the fax machine Decreasing the baud rate can improve the reliability of the fax transmission, particularly over poor quality phone lines, which can be a cause of incomplete faxes. Option A is incorrect. Increasing the baud rate might worsen the issue if the phone line quality is poor. Option C is incorrect. Resetting the machine may revert settings, but it won't specifically address issues related to transmission errors. Option D is incorrect. Replacing the phone cord is advisable if physical damage is evident, but it does not directly relate to the transmission rate issues.

Question: 4

After planning a resolution for a recurring network issue, what is a critical step that should be followed before fully implementing the solution across the organization?

- A. Immediately replace all networking hardware
- B. Document the implementation process in detail
- C. Deploy the solution to a small group as a test
- D. Inform all employees about the specific technical details

Answer: C

Explanation:

Correct Answer: C. Deploy the solution to a small group as a test Testing the solution on a small scale before a full rollout is crucial to validate the effectiveness of the changes and to identify any unforeseen issues that may arise. This allows IT support to make necessary adjustments based on real-world feedback without impacting the entire organization. Option A is incorrect as replacing all hardware immediately is costly and may not be necessary if the solution doesn't require it. Option B is incorrect because while documentation is important, it does not precede the testing phase in terms of immediate priorities when implementing changes. Option D is incorrect as informing all employees about technical details is less critical than ensuring the solution works as intended and could lead to confusion.

Question: 5

During a routine check, a technician notices that after a recent change in the company's email system, there is a significant delay in message delivery. What is the most appropriate initial action for the technician to take?

- A. Notify all users about the potential email delay issue
- B. Rollback the changes to the email system immediately
- C. Observe and document the email system's performance over the next few hours
- D. Ignore the issue unless users report complaints

Answer: C

Explanation:

Correct Answer: C. Observe and document the email system's performance over the next few hours. Observation and documentation provide vital data to determine whether the delay is a transient issue or a persistent problem. This approach allows for a better understanding of the issue's nature and scope before taking further corrective actions. Option A is incorrect because notifying users may cause unnecessary alarm before fully understanding the issue's extent. Option B is incorrect as rolling back changes immediately can disrupt operations and might not be necessary if the issue can be resolved with minor adjustments. Option D is incorrect because ignoring the issue risks exacerbating the problem and can lead to user dissatisfaction.

Question: 6

A user needs to ensure their computer's IP settings are not causing a conflict on the local network. What ipconfig command should the IT support technician instruct them to use to release and then renew their IP address?

- A. ipconfig /release followed by ipconfig /renew
- B. ipconfig /renew followed by ipconfig /release
- C. ipconfig /all
- D. ipconfig /flushdns

Answer: A

Explanation:

Correct Answer: A. ipconfig /release followed by ipconfig /renew. Using ipconfig /release followed by ipconfig /renew is the correct procedure for releasing the current IP configuration and then requesting a new IP address from the DHCP server. This can resolve conflicts and refresh network settings on a device. Option B is incorrect because renewing an IP address before releasing it does not address potential conflicts as the existing address might be retained. Option C is incorrect because ipconfig /all only displays configuration details without making any changes to resolve conflicts. Option D is incorrect because ipconfig /flushdns clears the DNS cache, which is unrelated to IP address conflicts on the network.

Question: 7

A user reports that their device cannot access Internet services but can communicate with other local devices. A check reveals the device only has a link-local IPv6 address. What should be investigated first?

- A. The configuration settings on the user's device for IPv6
- B. The status of the DHCPv6 scope on the DHCP server
- C. The link status on the network switch
- D. The IPv6 forwarding settings on the gateway router

Answer: B

Explanation:

Correct Answer: B. The status of the DHCPv6 scope on the DHCP server If a device only has a link-local address and cannot access the Internet, it's critical to verify the DHCPv6 server is active and correctly configured to assign global unicast addresses. Option A is incorrect. Configuration settings may affect connectivity but are not the primary concern if only link-local addresses are being assigned. Option C is incorrect. Link status would affect all network connectivity, not just global address assignment. Option D is incorrect. IPv6 forwarding is important but would not cause a device to only have a link-local address.

Question: 8

A network technician wants to monitor incoming connections on a specific port to ensure it is not being flooded. Which ss command should be used to filter connections by destination port?

- A. ss dst :80
- B. ss src :80
- C. ss sport == :80
- D. ss dport == :80

Answer: D

Explanation:

Correct Answer: D. ss dport == :80 ss dport == :80 filters the output to show all connections where the destination port is 80, useful for monitoring potential flooding or other issues on specific server ports. Option B is incorrect. ss src :80 would incorrectly filter by source port, not the destination, which isn't useful for monitoring incoming traffic to a port. Option C is incorrect. ss sport == :80 filters by source port, which isn't relevant for checking incoming connections on a specific port.

Question: 9

During a remote support session, you successfully resolve an issue where a user was unable to access their email. The problem was due to both an outdated email client and incorrect account settings. What is the best way to document this case?

- A. Record only the solution that resolved the issue, assuming the cause is evident from the resolution
- B. Create a document that outlines the user's complaint, the investigation into the email client

and settings, the updates and corrections made, and the user's confirmation of the issue's resolution

- C. Detail every communication with the user, including timestamps and verbatim dialogue, along with technical steps taken
- D. Focus solely on the technical resolution with detailed code snippets and software version numbers

Answer: B

Explanation:

Correct Answer: B. Create a document that outlines the user's complaint, the investigation into the email client and settings, the updates and corrections made, and the user's confirmation of the issue's resolution. This documentation style is thorough and efficient, covering the initial problem, the investigative process, the solution, and the outcome, which provides a full picture of the incident for future reference or escalation. Option A is incorrect. This misses the opportunity to document the diagnostic process that could inform future troubleshooting. Option C is incorrect. While thorough, including too much communication detail can clutter the documentation and obscure key technical takeaways. Option D is incorrect. This focuses too narrowly on technical details and omits the user experience and broader troubleshooting steps.

Question: 10

Before beginning work on replacing the memory modules in a laptop, what is the most effective method for an IT technician to minimize the risk of electrostatic discharge (ESD)?

- A. Work on a carpeted surface to avoid direct contact with hard floors
- B. Wear a grounded wrist strap before handling the internal components
- C. Keep the laptop plugged into a power source to maintain grounding
- D. Handle the components by the connectors to reduce direct contact

Answer: B

Explanation:

Correct Answer: B. Wear a grounded wrist strap before handling the internal components. Using a grounded wrist strap is a fundamental safety measure to prevent ESD by safely discharging any static electricity that might have built up on the person. This is critical when handling sensitive electronic components such as memory modules. Option A is incorrect because working on a carpeted surface actually increases the risk of generating static electricity. Option C is incorrect because keeping the laptop plugged in poses a risk of electrical shock and does not address ESD effectively. Option D is incorrect because handling components by the connectors can damage the connectors and does not prevent ESD.

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